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Chapter 15: Overseas Citizens Services Records

Overseas Citizens Services Records

A-15-001-01 Consular Services Policy File

Description: Consists of correspondence and reports which document the development and implementation of policies, procedures, agreements, regulations, and legislation pertaining to the provision of consular services. Excludes material regarding routine operational and administrative activities and material concerning matters for which other offices have primary responsibility.

Disposition: Permanent. Retire to the RSC when 5 years old. Transfer to the National Archives when 15 years old.

DispAuthNo: NC1-59-77-28, item 1 **Date Edited:** 4/1/1999

A-15-001-02 Welfare And Whereabouts Cases

Description: Consists of communications to and from posts, private individuals, firms, and organizations regarding requests for information concerning the welfare and whereabouts of friends, relatives, or employees abroad. Included are copies of private messages transmitted through the Department of State and correspondence concerning funds, packages, and various items forwarded or made available to Americans abroad through the Department of State.

Disposition: Destroy 3 years after the case is closed.

DispAuthNo: NC1-59-77-28, item 2 **Date Edited:** 4/1/1999

A-15-001-03 Arrest Case Files

Description: Consists of records pertaining to the protection of American citizens arrested abroad. Included are communications regarding the nature, status, and conditions of the arrest, correspondence notifying relatives and others in the United States of the individual's arrest and well being, and correspondence regarding the transfer of private funds to the arrested.

Disposition: Destroy 3 years after the case is closed.

DispAuthNo: NC1-59-77-28, item 3 **Date Edited:** 4/1/1999

A-15-001-04 Financial Assistance Case Files

Description: Consists of communications from private individuals, with related replies of the Department, regarding requests for information concerning the welfare and whereabouts of destitute U.S. nationals abroad. Included are records pertaining to financial assistance rendered to repatriates, communications regarding the transmission of private funds to destitute U.S. nationals, and communications regarding the coordination of medical evacuation of non-official U.S. nationals from abroad.

Disposition: Destroy 3 years after the case is closed.

DispAuthNo: NC1-59-77-28, item 4 **Date Edited:** 4/1/1999

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| A-15-001-05 | Requests and Inquiries Regarding the Transmittal of Funds, Documents, Packages and Telegrams for Private Interests. |
| Description: | Consists of letters and telegrams from private individuals and firms together with copies of the private telegrams transmitted, and letters of acknowledgement, reply and transmittal from the Department. Excludes files related to financial assistance in connection with repatriation from abroad. |
| Disposition: | Destroy when 1 year old. |
| DispAuthNo: | NC1-59-77-28, item 5 |
| Date Edited: | 4/1/1999 |
| A-15-001-06 | Accounts Communications |
| Description: | Communications with posts regarding the waiver of fees, rates of exchange, and related matters. |
| Disposition: | Destroy when 3 years old. |
| DispAuthNo: | NC1-59-77-28, item 6 |
| Date Edited: | 4/1/1999 |
| A-15-001-07a | Property Claims Case Files - Consists of correspondence regarding the protection of property and other interests owned by U.S. nationals abroad, and claims of U.S. nationals against foreign governments. |
| Description: | a. Private trade complaints. |
| Disposition: | Destroy when 6 months old. |
| DispAuthNo: | NC1-59-77-28, item 7a |
| Date Edited: | 4/1/1999 |
| A-15-001-07b | Property Claims Case Files - Consists of correspondence regarding the protection of property and other interests owned by U.S. nationals abroad, and claims of U.S. nationals against foreign governments. |
| Description: | b. Inquiries regarding the procedures for instituting claims and obtaining documents from abroad as claims evidence. Includes referrals of claims and inquiries to other Government agencies as appropriate. |
| Disposition: | Destroy when 1 year old. |
| DispAuthNo: | NC1-59-77-28, item 7b |
| Date Edited: | 4/1/1999 |
| A-15-001-07c | Property Claims Case Files - Consists of correspondence regarding the protection of property and other interests owned by U.S. nationals abroad, and claims of U.S. nationals against foreign governments. |
| Description: | c. Claims actions involving foreign government restitution or compensation. |
| Disposition: | Destroy 3 years after case is closed. |
| DispAuthNo: | NC1-59-77-28, item 7c |
| Date Edited: | 4/1/1999 |

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| A-15-001-08a | Death Case Files - Consists of communications pertaining to the notification of interested parties in the United States of the deaths abroad of non-official U.S. nationals. |
| Description: | a. Information relevant to the death of a non-official U.S. national, including requests for assistance with arrangements for the disposition of remains, disposition of remains report. |
| Disposition: | Destroy 3 years after the case is closed. |
| DispAuthNo: | NC1-59-77-28, item 8a |
| Date Edited: | 4/1/1999 |
| A-15-001-08b | Death Case Files - Consists of communications pertaining to the notification of interested parties in the United States of the deaths abroad of non-official U.S. nationals. |
| Description: | b. Report of Death of an American Citizen (Form OF-180 replaces FS-192). |
| Disposition: | Permanent. Retire to RSC 3 years after the case is closed. Transfer to WNRC after 2 years. Transfer to NARA when 30 years old. |
| DispAuthNo: | NC1-59-77-28, item 8b |
| Date Edited: | 4/1/1999 |
| A-15-001-09a | Estate Case Files |
| Description: | a. General inquiries from interested parties regarding estate settlement assistance and procedures in foreign countries. |
| Disposition: | Destroy when 1 year old. |
| DispAuthNo: | NC1-59-77-28, item 9a |
| Date Edited: | 4/1/1999 |
| A-15-001-09b | Estate Case Files |
| Description: | b. Information relevant to the disposition of an estate, including correspondence to and from posts, private individuals and other interested parties. |
| Disposition: | Destroy 3 years after the case is closed. |
| DispAuthNo: | NC1-59-77-28, item 9b |
| Date Edited: | 4/1/1999 |
| A-15-001-09c | Estate Case Files |
| Description: | c. Inventory of Effects and Final Statement of Account. |
| Disposition: | Permanent. Retire to RSC 3 years after the case is closed. Transfer to WNRC after 2 years. Transfer to NARA when 30 years old. |
| DispAuthNo: | NC1-59-77-28, item 9c |
| Date Edited: | 4/1/1999 |

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| A-15-001-10a | Judicial Services Case Files | | |
| Description: | a. Inquiries. Requests for information regarding foreign laws. | | |
| Disposition: | Destroy when 1 year old. | | |
| DispAuthNo: | NC1-59-77-28, item 10a | Date Edited: | 4/1/1999 |
| A-15-001-10b | Judicial Services Case Files | | |
| Description: | b. Notaries Services. Communications with posts regarding the performance of notaries services and accounting for related fees. Included are reports on notaries services performed, instructions relative to notaries services, and requests of individuals for notaries and related services abroad. | | |
| Disposition: | Destroy when 3 years old. | | |
| DispAuthNo: | NC1-59-77-28, item 10b | Date Edited: | 4/1/1999 |
| A-15-001-10c | Judicial Services Case Files | | |
| Description: | c. Legal Assistance. Correspondence concerning fees for taking and notarizing papers to attorneys and courts, requests for names of persons to serve papers, requests to secure papers for court cases, requests for advice on divorce proceedings, requests for assistance in serving papers, and requests for various other types of assistance in connection with private and governmental legal proceedings, both in the United States and abroad. | | |
| Disposition: | Destroy 3 years after the case is closed. | | |
| DispAuthNo: | NC1-59-77-28, item 10c | Date Edited: | 4/1/1999 |
| A-15-001-11 | Lists of Attorneys | | |
| Description: | Lists of local attorneys who are available to provide legal assistance to American citizens abroad. | | |
| Disposition: | Destroy after submission of new list. | | |
| DispAuthNo: | NC1-59-77-28, item 11 | Date Edited: | 4/1/1999 |

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| A-15-001-12a | Requests for Government Benefits and Miscellaneous Facilitative Services | | |
| Description: | a. Communications between the Department and posts with agencies of U.S. Federal, state, and local governments, excluding the Veterans Administration and the Social Security Administration, concerning assistance provided to U.S. nationals resident abroad who are applying for or receiving benefits and services from the U.S. Government; and communications with foreign embassies in the United States who request benefits from U.S. Government agencies on behalf of claimants who request their assistance. | | |
| Disposition: | Destroy when 1 year old. | | |
| DispAuthNo: | NC1-59-77-28, item 13a | Date Edited: | 4/1/1999 |
| A-15-001-12b | Requests for Government Benefits and Miscellaneous Facilitative Services | | |
| Description: | b. Communications with U.S. Government agencies regarding old requests for facilitative services, including distribution of forms, procurement of samples of foreign products and foreign government publications, forwarding checks to and from Americans, obtaining addresses of pensioners and firms, and transmitting messages to their personnel overseas. | | |
| Disposition: | Destroy when 6 months. | | |
| DispAuthNo: | NC1-59-77-28, item 13b | Date Edited: | 4/1/1999 |
| A-15-001-13 | Veterans Case Files | | |
| Description: | Consists of records relating to the handling of the affairs of U.S. veterans resident abroad by consular officers on behalf of the Veterans Administration. | | |
| Disposition: | Destroy 3 years after the case is closed. | | |
| DispAuthNo: | NC1-59-77-28, item 14 | Date Edited: | 4/1/1999 |
| A-15-001-14 | Social Security Administration Case Files | | |
| Description: | Consists of records relating to the assistance provided by consular officers to U.S. nationals and aliens abroad who are the recipients of Social Security payments. | | |
| Disposition: | Destroy 3 years after the case is closed. | | |
| DispAuthNo: | NC1-59-77-28, item 15 | Date Edited: | 4/1/1999 |
| A-15-001-15 | Selective Service Case Files | | |
| Description: | Consists of records relating to the registration of American citizens abroad under the Universal Military Training and Service Act, when it is in effect. | | |
| Disposition: | Destroy 3 years after the case is closed. | | |
| DispAuthNo: | NC1-59-77-28, item 16 | Date Edited: | 4/1/1999 |

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A-15-001-16 Correspondence Regarding Documentation Under U.S. Customs Laws

Description: Consists of requests for regulations and forms; information on the proper use and certification of commercial invoices for various merchandise and information on customs duties and charges; notices of quarantine restrictions on products.

Disposition: Destroy when 1 year old.

DispAuthNo: NC1-59-77-28, item 17

Date Edited: 4/1/1999

A-15-001-17 Shipping and Seamen Case Files

Description: Consists of communications and reports concerning the protection of American vessels and seamen abroad, including records on: the withholding of ship's papers, failure to deposit ship's papers, or circumstances under which ship's papers were left in possession of the post; violation of the International Load Line Convention of 1948; removal of Master of Vessel; vessel salvage cases; transfers of vessels abroad; ship disasters; cruel or unusual treatment of seamen, desertion of seamen; doubtful cases of extra wages paid to seaman; cases of serious crimes or misdemeanors committed by seamen on U.S. vessels; protests made against any assertion of jurisdiction by foreign governments over crimes or misdemeanors committed on U.S. vessels; illegal discharge of seaman from a U.S. vessel; charges for transporting seaman; and rescue of seaman or U.S. citizens.

Disposition: Destroy 3 years after the case is closed.

DispAuthNo: NC1-59-77-28, item 18

Date Edited: 4/1/1999

A-15-001-18 Reserved for future use

Description:

Disposition:

DispAuthNo: Reserved

Date Edited: 4/1/1999

A-15-001-19 Reserved for future use

Description:

Disposition:

DispAuthNo: Reserved

Date Edited: 4/1/1999

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A-15-001-20 Overseas Citizen Services Automated Retrieval (OSCAR)

Description: This on-line tracking and case management system maintains a file of U.S. citizens that experience difficulties overseas and require post assistance. The system provides automated access to all key OCS records, including information on arrests, welfare and whereabouts cases, trust and citizenship matters, repatriation loans, emergency medical funds and federal benefits.

Disposition: Destroy when active use ceases.

DispAuthNo: N1-59-96-30

Date Edited: 4/1/1999

A-15-001-21 Child Custody/Abduction Case Files

Description: Cases reflect applications filed for the return of children abducted to countries that are party and not party to the Hague Abduction Convention. Included are requests for assistance in locating children taken by the other parent, legal proceedings, information of available courses of action, monitoring a child's welfare, information on child custody laws and procedures in the host country, and related correspondence.

Disposition: Transfer to the RSC after the case is deemed closed and no action has taken place for 1 year for transfer to the WNRC. Destroy when 15 years old.

DispAuthNo: N1-59-97-14, item 2

Date Edited: 4/1/1999

A-15-001-22 General Policy Files (Abduction and Adoption) - Arrange by subject

Description: Memorandums, correspondence, telegrams, court decisions, briefing papers, and other material relating to matters handled by the Office of Children's Affairs.

Disposition: Permanent. Cut off files when 10 years old and transfer to RSC for transfer to WNRC. Transfer to the National Archives when 25 years old.

DispAuthNo: N1-59-97-14, item 1

Date Edited: 4/1/1999

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Office of Overseas Citizens Services

A-15-002-01 Office of Overseas Citizen Services - Internet-Based Travel Registration System (IBRS)

Description: The Office of Overseas Citizen Services has developed a web-based database that allows citizens to register their travel plans on-line. The database is accessible by both the OCS and all American embassies and consulates world-wide, but is kept and maintained behind Department firewalls in the Enterprise Server Operations Center (ESOC) by IRM. Registration allows Americans to record information about their upcoming trips abroad so that the Department of State can provide information and assistance in case of emergency. Americans residing abroad may also receive routine information from the U.S. embassy or consulate for which they are registered. All information requested is covered under the Privacy Act System of Records State 05, Overseas Services Records.

The database system to this point has kept all information received from registrants and has yet to archive information. While this database is independent, information collected and maintained within it is also transferred via electronic interface to the American Citizen's Service plus (ACS+) database, which includes American citizen data outside of travel information. This data is used not only for security purposes in the case of an emergency, but can also be used for statistical purposes, and to track consular services to American citizens overseas. The IBRS system was implemented in June 2004.

Disposition: TEMPORARY: See sub sections 01a - c for specific dispositions.

DispAuthNo: N1-059-06-9 **Date Edited:** 7/18/2007

**A-15-002-01a Office of Overseas Citizen Services - Internet-Based Travel Registration System (IBRS)
IBRS Hardcopy and Electronic Source Records**

Description: Original paper records and records on independent databases by posts for travel registration. If necessary for reasons of disability or inability to use the online site, a hard copy of the registration form can be filled out by a traveler and entered by authorized consular staff into the IBRS database.

Disposition: TEMPORARY: Hold hard copies in file areas temporarily until transfer to IBRS is completed, after which the paper copies will be destroyed. Destroy/delete electronic data after verification of input into the system.

DispAuthNo: N1-059-06-9, item 1 **Date Edited:** 7/18/2007

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| A-15-002-01b | Office of Overseas Citizen Services - Internet-Based Travel Registration System (IBRS) IBRS Electronic Content Records |
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| Description: | The Internet Based Registration System data base consists of two electronic data files that are retained on-line for access by users and/or OCS personnel. The data files are as follows: Individual Registration Files contain electronic personal information about Americans taking short trips (six months or less), longer trips or residing overseas including their home address, contact information, passport information, emergency contact information, and travel itinerary. Organizational Representative Files contain electronic information about the agent or organization who serves as point of contact making arrangements for other travelers (e.g., universities, churches, travel agencies, etc.). These electronic records are kept open and active until trip's reported end date. |
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| Disposition: | TEMPORARY: Cutoff after end of trip or last log on. Maintain individual registration and organizational representative data in active file for 12 months. Send e-mail to registrant advising of no trip or other activity for 12 months. Automatically delete data if no response to e-mail in three months. Automatically delete data for registrants with no e-mail address 15 months after notification. Indefinite term registrations of overseas residents are removed by post when no longer needed for reference. |
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| DispAuthNo: | N1-059-06-9, item 2 | Date Edited: | 7/18/2007 |
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| A-15-002-01c | Office of Overseas Citizen Services - Internet-Based Travel Registration System (IBRS) Management and Operations Records |
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| Description: | Documentation. File consists of all final formal deliverables placed into the Consular Systems Division Project Repository. This documentation includes the SRS, SDS, User's Guide, Help Documentation, Programmer's Maintenance Manual, and final reports (regardless of medium) relating to a master file or data base that has been authorized by GRS or a NARA-approved disposition schedule. |
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| Disposition: | TEMPORARY: Destroy or delete when superseded or obsolete, or upon authorized deletion of the related master file or data base, or upon the destruction of the last output of the system if the output is needed to protect legal rights, whichever is latest. |
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| DispAuthNo: | GRS 20, item 11a | Date Edited: | 7/18/2007 |
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